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ABSTRACT

Apparatus for customer service includes at least one wireless communication terminal, adapted to be deployed at a first location in a facility that is visited by customers, so as to receive digital data over a wireless link from a portable device carried by at least one of the customers in a vicinity of the terminal. A service center, at a second location, which is not in the vicinity of the at least one wireless communication terminal, is in communication with the terminal so as to receive the digital data therefrom and to generate a permanent record of the data for delivery to the at least one of the customers.